



PLANNING COMMISSION AGENDA REPORT

MEETING DATE: JUNE 10, 2013

ITEM NUMBER: VII. 1

SUBJECT: NEIGHBORHOOD IMPROVEMENT TASK FORCE UPDATE

DATE: MAY 30, 2013

FROM: CHIEF EXECUTIVE OFFICE

PRESENTATION BY: RICK FRANCIS, ASSISTANT CEO

FOR FURTHER INFORMATION CONTACT: RICK FRANCIS
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DESCRIPTION

Please see the attached Neighborhood Improvement Task Force Quarterly Update Report.

RECOMMENDATION

Receive and file.

Attachment 1 – NITF Quarterly Report – 1st Quarter 2013

Distribution: Senior Deputy City Attorney
Public Services Director
City Engineer
Transportation Services Manager
Staff (6)
File (2)

**CITY OF COSTA MESA
OFFICE OF THE CEO
INTEROFFICE MEMORANDUM**

TO: HONORABLE MAYOR AND CITY COUNCIL
FROM: RICK FRANCIS, ASSISTANT CEO
DATE: May 31, 2013
**SUBJECT: NEIGHBORHOOD IMPROVEMENT TASK FORCE QUARTERLY REPORT
1st Quarter 2013**

The Neighborhood Improvement Task Force (NITF) is a collaborative, interdepartmental team designed to proactively address problems associated with the homeless, troubled motels, sober living homes, problem properties and other crime attractants in an efficient manner. The NITF has several long-term projects it is working on. Nonetheless, it also engages many short-term problems to create solutions. Below are some of the main activities the NITF has completed between January 1, 2013 and March 31, 2013.

HOMELESS

Objective

Establish realistic strategies and make recommendations that address the needs of the Costa Mesa community, residents, businesses and the homeless.

Enforcement

Camping and Smoking Incidents

From January through March, 2013, there have been 13 camping and 33 smoking citations issued at City parks.

Lions Park Vicinity Police Data (January 1 to March 31)

	2012	2013
Total incidents:	512	446
Patrol checks:	317	326
Calls for service:	89	70
Citations issued	84	41
Arrests made	22	9

The data reveals that there were slightly fewer incidents at the park in January to March 2013, and decreases in citations issued and arrests made (-51% and -59% respectively) when compared to of the same period in 2012. There was also a 21% decrease in calls for service. The City is investing more of Costa Mesa Police Department (CMPD) resources in the Lions Park vicinity as indicated by the increase (3%) in patrol checks.

Chronic Offenders Crime Data

From January 1 to March 31 (2013), CMPD recorded the criminal history of chronic offenders including both municipal and other code violations. In that time period, the chronic offenders received a total of 24 citations and the Police Department made seven (7) arrests among those individuals.

While the City's ultimate goal remains rehabilitation and getting as many Costa Mesa homeless individuals off the streets and into productive lives, the immediate goal is to reduce the amount of nuisance offenses being committed throughout the City. To that end, some offenders have been sentenced to jail (with the longest sentence being three years). Offenses included drinking in public, public intoxication, possession of drugs, smoking, and vandalism.

Existing Storage Ordinance and the Camping and Storage of Personal Property in Public Areas Ordinance

The Park Rangers, at the direction of the Assistant CEO and with the approval of the City Attorney, began enforcing the City's existing storage ordinance. The City Council also revised the existing ordinance and adopted a new Camping and Storage of Personal Property Ordinance. From March 1 through April 10, 2013, there were 13 abandoned property reports. The revised Camping and Storage of Personal Property Ordinance went into effect in early April. These combined actions have cleaned up the majority of property in Lions Park. Additionally, many of the homeless residents have expressed their appreciation for the improved conditions at the park.

Installation of Cameras in Lions Park

Installation of surveillance cameras in Lions Park was approved by City Council. The Camera installation will be managed by the CEO's Office, in cooperation with the Public Services and Finance & IT Departments, with installation expected within 30 to 60 days.

Prosecution

Municipal Prosecution

From January to March 2013, the City issued eight (8) citations to the City's chronic offenders for municipal code violations including sleeping in a vehicle, illegal camping, and unlawful smoking. The City Attorney's office is compiling other cases due to the multitude of violations involving these individuals. The City Attorney is also working with the City's part-time mental health outreach workers and volunteer street team in an effort to coordinate more informed prosecutorial discretion to target more appropriate outcomes in sentencing recommendations. These outcomes may be rehabilitation and detoxification as opposed to incarceration. For

example, one troublesome individual received a continuance at Homeless Court so that he could enter a detoxification facility.

Public Services

Historical Society

The installation of a wrought iron fence around the facility has been completed. The City staff is in the process of restoring irrigation and landscape improvements.

Bike Racks & Park Improvements

The existing bike racks in front of the Downtown Recreation Center (DRC) were directly in front of the Childspace Day Care Center. They have now been moved 20 feet away towards the northeast section of the park. City staff is also reinstalling bike racks at the southwest side of the Aquatics Center between the pool and Davis field and is exploring the installation drought resistant plants in front of the library.

Costa Mesa Library

Renovation work on the library has begun. The anticipated completion and re-opening of the library will be July 2013.

Housing

Homelessness Prevention & Rapid Rehousing Grant Close Out Certification

The City received a letter from HUD notifying the City that its Homelessness Prevention & Rapid Rehousing (HPRP) grant is officially closed out, meaning all funds have been expended. HPRP was a \$560,000 grant received as a result of passage of the 2009 Recovery Act. The City had approximately 33 months to spend these funds. The City engaged Mercy House and SPIN to implement 3 programs that helped prevent households from becoming homeless and also to find housing for those already homeless. Through these efforts 119 individuals (48 households) were provided rental assistance and case management that prevented them from becoming homeless – 52 homeless individuals (19 households) were placed into permanent housing and provided support services.

City Mental Health Outreach Workers

Between January and March 2013, the City's outreach workers placed three (3) individuals into housing. One individual was placed into rental housing and the other two (2) individuals were placed into sober living facilities.

Orange County Health Care Agency (OCHCA)

OCHCA linked two (2) homeless individuals to housing in January of 2013.

Costa Mesa Veterans

Two veterans have been placed in housing from January through March 2013 thanks to a partnership between the Veterans Administration, Veteran's First, and the Costa Mesa Police Department.

City Outreach Worker/Mercy House Partnership

The City's outreach workers and Mercy House have formed a Costa Mesa homeless resident referral system. The City's outreach workers refer homeless clients directly to Mercy House so that these clients can take advantage of both Community Development Block Grant (CDBG) funded programs, which are funded directly by the City, as well as the Homeless Prevention (HP) and Rapid Rehousing programs (RRP) funded by the County (County of Orange) but administered by Mercy House. As of March 31, 2013, this partnership has resulted in 20 Costa Mesa Homeless Residents receiving both HP and RRP assistance. Additionally, four (4) residents are in the process of receiving County Shelter Plus Care Vouchers which are administered by Mercy House.

City Housing Request for Qualifications (RFQ)

Pursuant to Goal 5 of the Homeless Task Force Implementation Strategy, staff sent out an RFQ for supportive housing to a list of qualified developers. Six responses to the RFQ were received and reviewed. After a review by the evaluation team, four (4) of the applicants met or exceeded the baseline qualifications defined in the RFQ. Following the applicant interviews, the evaluation committee indicated that the highest rankings belonged to: A Community of Friends; and Wakeland Housing and Mercy House Living Centers. The City staff then reviewed the evaluation committee's analysis and recommended that the City Council select the Wakeland Housing and Mercy House Living Centers development team.

Organizational/Mental Health Outreach

Faith Based/Community Volunteer Outreach

The Churches Consortium Check-In Center

From January 1 to March 31, the Check-In Center saw 24 new clients. During this same time, nine (9) clients discontinued their use of the Check-In Center. Of those clients who discontinued their use, one (1) moved into a Veteran's Administration rehabilitation program, two (2) moved into housing with a friend, and one (1) left the city.

Meeting with the Lighthouse Church and Vendome Community

The Lighthouse Church pastor meets monthly with the Vendome community to discuss any issues relating to the homeless and the Vendome community.

Dental Clinic at the Lighthouse Church

On 03/30/2013, the Lighthouse Church hosted a dental clinic. This event was not advertised outside the Costa Mesa homeless community. The City and Police Department were informed before the date of the event.

Truth Community Church Changes Plans for Homeless Feeding

On 01/24/2013, an individual from the Five Fish Ministry Truth Community Church made a request to the City to use Lions Park to feed the homeless twice a month. On 01/31/2013, the Churches Consortium indicated that (after speaking with the individual) the individual had

changed his plans, opting to serve lunch at the Lighthouse Church on the first and third Sundays (of each month) instead of having his activities in Lions Park.

Community Volunteer Street Team

Volunteer "M" - Homeless Senior Assistance

A homeless individual rented a car to seek employment, and was pulled over and cited for a traffic violation. Due to a lack of funds to pay her ticket, she could not resolve the fines. Additionally, a *failure to appear* notice was issued by the court. The volunteer accompanied the individual to court to help her plan a payment schedule of \$5 per month for the fines. The volunteer will also be working with this person to take the steps necessary to find housing including budgeting, getting an ID, and seeking employment.

Volunteer "N" – Homeless Veteran Assistance

A longtime church volunteer along with a City outreach worker have been working with a Costa Mesa homeless veteran who suffers from a variety of physical and mental maladies. Both the volunteer and outreach worker have taken responsibility for advocating for this individual with HOAG Hospital and the Veterans Administration. They have arranged doctor's appointments, provided transportation, ensured prescriptions are filled, and made certain that the individual follows through on his appointments.

Volunteer "O" – Volunteer "O" Assisted Three (3) Individuals as Follows:

One homeless individual had several citations but could not make it to court due to several issues including lack of transportation. The volunteer attended Homeless Court with the individual and succeeded in having the sentencing changed from payment of fines to community service. The volunteer will continue to work with this individual to take the steps necessary to obtain housing.

One homeless individual had legal issues that went unattended. He went to court on April 22, 2013 to handle his responsibilities along with the volunteer. The volunteer also drove him to his physician to set his broken arm.

The volunteer ordered a birth certificate for a homeless individual so that he could receive a social security card in order to find work.

City and Outside Organizational Partners

OCHCA Linkages

OCHCA (Orange County Health Care Agency) has had 18 outreach and engagement contacts with individuals in Costa Mesa from January 1, 2013 to January 31, 2013.

County PERT Worker

From January 1, 2013 to March 31, 2013, the County PERT (Psychiatric Evaluation and Response Team) worker received four (4) voluntary admissions for treatment and seven (7) "5150" evaluations. These referrals came directly from public agencies including the Costa Mesa Fire

Department and Police Department. The PERT worker provided referrals to clients to HOAG Hospital, Adult Protective Services, Older Adult Services, Share Ourselves, and Child Protective Services. The PERT worker made 22 contacts with homeless clients and 30 contacts with private residents.

The City requested and succeeded in increasing the time spent in Costa Mesa by the PERT worker from one (1) day a week (8 hours) to two (2) days (16 hours) a week.

City Mental Health Outreach Workers

Between January and March 2013, the City's outreach workers have interacted with 126 individuals, made 149 outreach and engagement contacts, and made 40 linkages (eight (8) to substance abuse programs).

PERT Training with Public Safety Personnel

The CEO's Office, Fire Department, and Police Department met with representatives from the County of Orange. The meeting resulted in a better understanding of how the Fire Department and Police Department should utilize the Centralized Assessment Team (CAT) and the Psychiatric Evaluation and Response Team (PERT). Integration with the City's social workers and possible future training for the City on the utilization of CAT and PERT services was discussed.

Newport Mesa Unified School District Assist Young, Homeless Girl

The City is working with the Director of Child Welfare and Community Services at Newport Mesa Unified School District to assist a homeless girl attending Woodland Elementary by providing her food and medical services.

Meetings with HOAG & SOS

City staff met with HOAG personnel and the Director of Community Medicine to discuss ways to collaborate in the treatment of homeless Costa Mesa residents. HOAG staff suggested that both HOAG and the City meet with SOS so that all three parties can develop a system for effective collaboration. The City's staff anticipates that this meeting will take place in June.

Additionally, SOS now has assigned a "point person" who will serve as a liaison between the City and SOS with regards to requests, concerns, and homeless referrals by Costa Mesa outreach workers and City staff.

Homeless /Loitering Complaints from the Public

The Police Department and City Social Worker have responded to the following complaints this quarter from the public:

- 17th Street Shopping Center: A homeless individual was sleeping in the park behind a shopping center and bothering patrons of shopping center businesses. CMPD inspects the park on a regular basis to discourage loitering and trespassing and has also met with some of the business managers to brainstorm solutions. One manager was actually feeding the homeless onsite, but that activity has ceased. The City encourages individuals to donate their time or money to nonprofits that feed the homeless in the City rather than feeding these individuals themselves. Frequent patrol checks are continuing and the Area

Lieutenant has assigned a Sergeant to this area to ensure that forthcoming issues are dealt with appropriately.

- Ayres Hotel: The City Outreach Worker responded to a complaint regarding a homeless woman sleeping at a bus stop. She met with the hotel manager and offered assistance, but the woman had left. The Outreach Worker gave her phone number to the manager and told her to call her whenever there were any problems with homeless loitering on the property.
- Sola Salon: A salon manager complained of patrons continually being harassed by homeless individuals. CMPD immediately responded and instructed the homeless people to cease loitering on private property or face arrest. The officers have continued to do more frequent patrols of Sola's parking lot. Officer Trevino also suggested that Sola Salon consider talking to a security company regarding periodic patrols of their parking lot.
- Zumba Class Disturbances: Several people at the Downtown Community Center complained of disturbances due to the homeless population loitering around the Center. The class has been moved to the Neighborhood Community Center and the Park Rangers have stepped up enforcement around the classes, which has severely curtailed these sorts of activities.

Meeting with Pat Moore Foundation

The City has met with the Pat Moore Foundation with regard to the donation of 2 detoxification beds for Costa Mesa homeless residents.

Development of Park Ambassador Program

Several of the issues surrounding Lions Park revolve around problems encountered within the park including consumption of alcohol and drugs, verbal and physical altercations, and the intimidating presence perceived to be associated with the homeless population. To encourage the community to return to the park and utilize it for its intended purpose, as well as to discourage those engaging in harassment of park patrons, the City is considering hiring "Park Ambassadors" who would be assigned to Lions Park. The Park Ambassadors would be the "eyes and ears" of the community. They would be a welcoming presence at the facility and would greet patrons on a daily basis, alert park rangers to any disturbances, and encourage others to utilize the facility. Implementation of this program is pending budget approvals for these positions.

Reconnection Program

Police Officer Reconnects Homeless Man to Family

A homeless individual was returned to New Jersey with the support of the NITF. The Churches Consortium arranged for his flight home. The NITF coordinated with the Ramada Inn, and a police officer transported the individual to the airport for his flight out.

The individual is a longtime petty criminal known to law enforcement. There have been 55 documented incidents involving the individual since 1998. The violations range from traffic violations to possession of a controlled substance.

The individual recently was released from jail and was sober. A CMPD sergeant spoke to his mother via the phone and she indicated that she and the individual's father would support him if he returned to New Jersey. The Churches Consortium conducted further communication with the individual's mother and coordinated his pick up at the Philadelphia Airport.

Homeless Individual Enters a Residence Program in Chino

One homeless individual was transported to a residential program in Chino last Sunday by the Lighthouse Church pastor and his wife. He had been homeless for 6 months. The pastor spoke to the individual's house leader on January 2, 2013. They said he is doing well.

Homeless Family of 4 reconnects with family because of Church Volunteer

The church volunteer met with a homeless family over six (6) weeks. The volunteer and family met at various times over six (6) weeks until they decided to contact a distant relative living in the Los Angeles area. It was their first attempt at a solution to enter housing. The family made the first contact with their family in LA and they were able to go there for the Christmas holiday. After the New Year, the cousins offered further housing to the family.

The cousins will allow the family to stay for up to two (2) years to provide the young girl stability. The goal is for the family to live in its own home and be able to sustain that home financially. Both families agreed to two (2) years as the timeline for progress. The volunteer will check up on the family in June 2013 and December 2013 to ensure progress is being made.

TROUBLED MOTELS

Objective

Improve the physical appearance and living conditions of deteriorated motels utilizing the "SARA" model:

- Scanning - Identify problems at troubled properties;
- Analysis - Use information technology and empirical evidence to research underlying causes;
- Response - Devise a solution and working with the community whenever possible; and
- Assessment - Reflect on the solution to evaluate lessons learned.

Motels that are not responsive to these efforts and who continue to demonstrate public nuisance behavior will be subject to continued enforcement actions up to and including condemnation.

Costa Mesa Motor Inn

On 03/27/2013, an inspection of the Costa Mesa Motor Inn was performed by the Orange County Health Department (OCHD), Costa Mesa Police Department, Costa Mesa Fire Department, Costa Mesa Building Department and Costa Mesa Code Enforcement Division.

This motel is located at 2277 Harbor Blvd., Costa Mesa, California. The purpose of this inspection was to identify any life-safety (Building Code, Fire Code), health and zoning violations that were present at this motel. Fourteen rooms were inspected. All rooms were occupied. Several were taken out of service by the OCHD due to *INADEQUATE SANITATION* Section 1001.2 12. A supplementary inspection was scheduled for April 19, 2013.

During this 03/27/2013 inspection, two arrests were made for possession of a methamphetamine pipe and one arrest for a violation of probation.

Tern Inn

On 03/21/2013, an inspection of the Tern Inn was performed by the Orange County Health Department (OCHD), Costa Mesa Police Department, Costa Mesa Fire Department, and Costa Mesa Code Enforcement Division. The motel is located at 2154 Newport Blvd., Costa Mesa, California. The purpose of this inspection was to identify any life-safety, health and zoning violations that were present. Ten (10) of the eighteen rooms in the motel were inspected. All rooms were occupied. The City is checking the number of extended stay units limited by the motel's CUP. A supplementary inspection of the plumbing violations was done with a City of Costa Mesa Building Inspector on 03/26/2013. Two (2) more inspections were scheduled for April.

Vagabond

On 03/13/2013, an inspection of the Vagabond Inn was performed by the Orange County Health Department (OCHD), Costa Mesa Police Department, Costa Mesa Fire Department, and Costa Mesa Code Enforcement Division. This motel is located at 3205 Harbor Blvd., Costa Mesa, California. The purpose of this inspection was to identify any life-safety, health and zoning violations that were present at this motel. Fourteen violations were found in the nine rooms that were inspected. 18 building code violations were found in the pool area, mechanical room, electrical room, and laundry room. A subsequent inspection of the mechanical room, electrical room, second floor storage room, and pool area was conducted by City of Costa Mesa Building Inspectors on 03/13/2013. Municipal code violations have been corrected. Building violations are expected be corrected soon.

La Quinta

On 01/15/2013, a Code Enforcement Officer accompanied an inspector from the Orange County Health Department for the yearly inspection at the La Quinta. This motel is located at 1515 South Coast Drive, Costa Mesa, California. 7 violations were found in the nine (9) rooms that were inspected. The pool gate closest to the office did not self-close or self-latch (this violation was immediately corrected by the maintenance engineer). This motel is currently under a complete renovation. This case is closed.

Motel 6 on Gisler

On 01/31/2013, an inspection of the Motel 6 on Gisler was performed by the Orange County Health Department (OCHD), Costa Mesa Police Department, Costa Mesa Fire Department, and Costa Mesa Code Enforcement Division. The Motel is located at 1441 Gisler Ave. Costa Mesa, California. 7 violations were found in the six (6) rooms that were inspected. All rooms in the motel were found to be missing a means of egress signs on the back of the room door. The pool

gate lock was found to stick when interior bar is engaged. There is a chipped tile between the 3 feet and 4 feet marker inside the pool. The exterior dryer vents are missing louver covers. There are unsecured cables on the exterior of the building. The police department discovered several syringes that were hidden inside one of the rooms. This case is closed.

Motel Long-term Occupant

The City's Community Improvement Division closed a motel unit located at The Regency due to hazardous conditions created by a hoarder living there over a long period of time. The Division, along with the City's outreach worker, referred the former occupant of the unit to social service agencies to attain any services needed to find housing and other daily necessities.

RECOVERY/SOBER LIVING HOMES

Objective

To develop a current inventory of licensed and unlicensed recovery homes and work closely with operators in an effort to ensure that these facilities comply with zoning restrictions and that neighborhoods maintain a healthy balance between residential and non-residential facilities.

Inspection of Sober Living Facility

On January 8, 2013, the Police Department conducted an inspection of a sober living facility located on the 700 block of Joann Street after having received complaints about it. The inspection resulted in the arrest of the on-duty house manager for possession of a make-shift crack pipe. The police conducted probation checks on 3 subjects known to be on supervised release. They also encountered some tenants who had been drinking. The police spoke with the property manager at the location and informed him of the issues.

General Inspections

Between January 1 and March 31, 2013, the Neighborhood Improvement Division Code Enforcement Officer, who focuses on sober living properties, has visited and inspected approximately 40 sober living properties. He has talked to neighbors of sober living homes, addressed their concerns, educated them on the legalities of these types of homes coming into their neighborhoods, and provided them with his contact information (so that they have someone to call with complaints).

Citations issued to Sober Living Homes

The Neighborhood Improvement Division Code Enforcement Officer issued two citations to Sure Haven Recovery, located at 725 Center St., for an illegal garage conversion; the citation totaled \$1,350. The officer issued one ticket to the Freedom House (Christian Sober Living), located at 3133 Van Buren, for trash cans being out in public view (\$150).

SAFE NEIGHBORHOODS/COMMUNITY IMPROVEMENT AREA PROGRAM

Objective

To enhance community safety and neighborhood pride through a variety of proactive methods including physical improvements, better communication with City Hall and community meetings.

Community Improvement Area

Multi-housing units were assessed to evaluate and list any code violations for each property and then reach out to the owners to make the needed property improvements. Staff met various residents while performing the assessments and everyone welcomed the possibility of a partnership between the City and the owners for the mutual goal of neighborhood enhancement. One of the property owners has already requested a paint palette because he has begun fixing his property and is excited to partner with the City.

Community Outreach – Baker Community and Orange County Community Congregation Organization (OCCCCO)

Code Enforcement staff met with the Baker Community on 01/16/2013 to maintain a connection with the City due to City staffing reductions. The following message was communicated to the group of approximately 10 attendees:

- Staff's involvement is to listen to issues/concerns related to property and crime and to relay the information to the proper departments within City Hall and CMPD.
- Staff will frequently visit the alleys behind the apartments to monitor trash issues. The dumping of trash and large bulk items in alleys by people outside of the community is the most prevalent problem. Staff has pledged to constantly alert code enforcement of the trash problems and distribute flyers in Spanish regarding large item pick up services to both property managers and owners.
- Staff is planning to create a Crime Free program within their community.

Staff also attended a meeting with the OCCCCO group on Wednesday evening (02/20/2013) at the Presbyterian Church of the Covenant on Fairview Road. This group consisted of residents from the Mission/Mendoza and Paularino neighborhoods. A code enforcement officer attended last month's meeting and recorded a list of resident input. The staff attended the meeting in order to discuss community safety issues. This included: voids in neighborhood communication, resistance to report, solicitor requirements, important City contacts and suggestions as to how to make their Neighborhood Watch group more effective. The NITF staff hopes to work with the Mission/Mendoza, Paularino and Baker Communities to encourage neighborhood unity and open lines of communication with City hall in hopes of enhancing neighborhood safety.

Crime Free Program/Good Landlord Incentive Program

The Crime Free Multi-Housing/Motel Program is a, state-of-the-art, crime prevention program designed to reduce crime, drugs, and gangs on hotel, motel, and apartment properties. The Good Landlord Program addresses aspects of property management that may encourage the elimination of code violations and public nuisances while controlling and preventing illegal activity on rental properties that affect the quality of life within our neighborhoods. The program provides financial incentives to landlords who actively implement the objectives of the landlord training course, keep their properties free of criminal activity, and maintain their properties free of code violations. NITF staff hopes to enlist the cooperation of a multi-housing unit owner to complete the required training, monitor and then enlist more owners

Costa Mesa Connect Program

The City of Costa Mesa and its residents are teaming up to launch the Costa Mesa Connect, an innovative program designed to reduce and prevent crime, efficiently address a variety of neighborhood issues from potholes and broken sidewalks to problem properties, and enhance communication and relationships between neighbors and the City. A flyer was created to be distributed (once approved) to the first test neighborhood. A city webpage was also created on the Nextdoor.com neighborhood site to connect communication between the city and our communities. This program will provide the test neighborhood with a "city ambassador" who will be a point of contact for neighborhood concerns. A free smart phone application called *City311* will be available in May that will allow residents to report neighborhood issues such as an overgrown tree, graffiti, or sidewalk damage directly to City officials. Residents can send a photo and the GPS coordinates of the problem. The app will also allow the City to send out special alerts to users by location.

KEY GOALS FOR 2013

- 1. Develop strategy to address homeless supportive housing and service delivery.**
- 2. Hold summit with sober living/rehab home operators to devise strategies on increased accountability for operators; and, enact ordinance to assist City in better monitoring of number and locations of these environments.**
- 3. Hold summit with problem motel operators to develop crime free motel strategies and better accountability standards.**
- 4. Utilize resources to work with multi-unit housing owners to raise standards for properties in targeted areas.**